

Purpose: A sample of GIPA participants that did not complete the online survey will be contacted by telephone and asked the following modified set of questions to collect data from them.

Introduction to be read by interviewer:

Hello, my name is *(insert interviewer's first name)* and I am working with the Federal Consulting Group (FCG) which is a part of the US Department of Interior. FCG provides consulting services to other Federal agencies.

FCG was asked by the Office of Intellectual Property Protection and Enforcement to help with the measurement and analysis needs of the Global Intellectual Property Academy (GIPA). There are several parts to this study, one of which is the deployment of an online survey to GIPA alumni on their experiences and satisfaction with the program. The survey was deployed on *(insert date)*. As of today we have not received a completed survey from you so I am following up by telephone today to ask you a few questions. Are you willing to remain on the phone with me for an additional 10-15 minutes to answer some questions concerning your experience with GIPA?

If no- I understand and respect your time. Do you mind telling me why you are unwilling to participate?

If yes- Thank you. I really appreciate your time and your willingness to provide feedback. **Proceed with questions below.**

1. First off, can you please tell me whether or not you received the GIPA survey via e-mail that was deployed on *(insert date)*? Yes/ No
2. **If no**, can you please give me your e-mail address so we can check to make sure we have the correct one?
3. **If yes**, can you please tell me why you did not respond to the survey? **(note to interviewer: please check all that apply)**
 - a. I was too busy at the time
 - b. It was too long
 - c. I did not think it was relevant to my experience
 - d. Other (please specify)_____

Next, I want to ask you some questions about the understanding and knowledge you gained as a result of participating in GIPA.

4. Using the scale *strongly disagree, disagree, neither disagree or agree, agree or strongly agree*, please indicate as a result of your GIPA experience, whether you think you...

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
Have a better appreciation for international intellectual property rights and enforcement policies and strategies					
More accepting of other nations' views on intellectual property					
Are better able to comprehend, analyze, and evaluate intellectual property and enforcement rights					
Better appreciate the nature and magnitude of today's intellectual property threats					

5. To what extent did your understanding and knowledge of the following topics listed below increase or improve as a result of your GIPA experience? Please use the scale *no change, minimal change, moderate change, substantial increase, or not applicable*.

	No change	Minimal increase	Moderate increase	Substantial increase	N/A
Intellectual Property enforcement mechanisms					
International standards of Trademarks					
Border measures					
International Standards of Patents					
Relationship of civil and criminal litigation in Intellectual Property					
International standards of Copyright					
International standards of IP Enforcement					
Intellectual Property theft (e.g. counterfeiting or "piracy")					

GIPA Non-Response Interview Guide

6. Please provide an honest assessment of how you see your knowledge TODAY about each of the following (please use the scale *no knowledge, a little knowledge, fairly knowledgeable, very knowledgeable, expert, or not applicable*):

	No Knowledge	A Little Knowledge	Fairly Knowledgeable	Very Knowledgeable	Expert	N/A
Intellectual Property theft (e.g. counterfeiting or “piracy”)						
International standards of IP Enforcement						
International standards of IP Enforcement						
International standards of Trademarks						
International standards of Copyright						
Intellectual property enforcement mechanisms						
Relationship of civil and criminal litigation in Intellectual Property						
International standards of Patents						
Border measures						

7. Please rate the extent of your agreement with the following statements about the LEARNING EFFECTIVENESS. Please use the scale *strongly disagree, disagree, neither disagree or agree, agree or strongly agree*.

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
The information learned has been useful in my country.					
I learned new knowledge and skills from this training.					
The training improved my ability to work in Intellectual Property.					
I was able to apply the knowledge and skills learned in this class to my job.					

8. If you have NOT been able to successfully apply the knowledge you gained from GIPA, can you please tell me why not? **(note to interviewer: please check all that apply)**

- a. No opportunity
- b. Content not practical
- c. Other high priorities
- d. Prevented or discouraged from using
- e. Other (please specify) _____

9. Since attending a GIPA course, have you worked with others in your country on any of the following **(note to interviewer: please check all that apply)**

- Developing an action plan for WTO accession
- Improving patent or trademark examination procedures
- Providing specialized IP protection not previously provided by your country
- Establishing institutional frameworks and operational procedures to enhance enforcement, prosecution and court resolution of intellectual property rights cases
- Providing training to officials on best practices and tools to investigate and detect infringing goods
- Establishing procedures for data management and for publishing statistics on IP enforcement
- Fostered higher levels of public awareness and increases in IP filings in country and abroad
- Amending trademark laws to provide greater protection of marks
- Establishing systems for issuing certification marks for regional origin
- Fostered increased marketing of indigenous works of arts and crafts in other countries
- Other (please specify)

In conclusion, I want to ask a question related to The United States Patent and Trademark Office's overall mission.

10. USPTO utilizes capacity building programs to assist countries in protecting and enforcing intellectual property rights. How well do think GIPA is achieving this mission?

- Not at all
- Poorly
- Moderately well
- Very well
- Completely
- N/A

11. Is there anything else you would like to share with me regarding your experience with GIPA?

Thank you for your time!